# Information Services Board Presentation on Voice Over Internet Protocol Designation as Emerging Technology

Prepared by Tom Parma, DIS/MOSTD (360) 902-3552, tparma@dis.wa.gov

**Presenter**
Tom Parma, Policy and Oversight Manager, Department of Information Services

**Purpose of Appearance**
ISB staff is requesting that the Board exempt Voice Over Internet Protocol (VoIP) acquisitions from delegated authority based on its temporary designation as an emerging technology.

The intent of this action is to allow time for ISB staff to gather information from agencies; this will be reported to the Board in July 2005.  ISB staff will request information regarding the status of current implementations, project justifications, anticipated benefits, and plans for future expansion or implementation of VoIP technology.  This action is also intended to help ensure that VoIP technology is implemented in an efficient, effective, and successful manner.

ISB staff regularly reviews and makes recommendations for action on ISB Policies and Standards.  The *Information Technology Investment Standards* specify the requirements for investment in information technology (IT) and the methods by which agencies receive delegated authority.  The *Investment Standards* state in part:

> The ISB reserves the right to exempt **enterprise-wide or emerging technologies from an agency's delegated authority until policies and standards regarding these technologies are adopted**.  *(emphasis added)*
> Any of these investments may require ISB or DIS review and/or approval even if the cost is within an agency director's delegated authority.

The Approvals section of the *Information Technology Investment Standards* goes on to state:

> If an agency is considering an investment in any of these technologies, it should contact its DIS Senior Technology Management Consultant. **The ISB reserves the right to exempt other emerging technologies.**  *(emphasis added)*

ISB staff plans to gather information to determine:
- The successes and issues agencies have experienced with deploying VoIP solutions
- The skills required to successfully deploy and operate VoIP
- The accuracy of current costing assumptions
- The degree to which multiple vendors' solutions are compatible in a homogeneous environment (within the State Governmental Network – SGN)
- Agencies' plans for pilot and production implementations
- The capacity of DIS to conduct design and security reviews
- The applicability of previous VoIP studies done for the State
- The implications of this technology on higher ed and agencies on the Intergovernmental Network (IGN)
- How the Enterprise Architecture Committee plans to address this technology

The following overarching factors will be considered in the review:

- Safety
- Security
- Public confidence
- Financial justification
- Integration into the current and future infrastructure
- User expectations (quality of service (QoS), performance, availability, others)
- New relationships that will exist among vendors, DIS, and agencies
- EA role

**Staff Recommendation to the Board**

ISB staff recommends that the Board temporarily designate VoIP as an emerging technology, thereby removing it from delegated authority.  Agencies will be required to obtain DIS or ISB approval prior to initiating an acquisition for VoIP technology or expanding a pilot project into production status.  Staff will report its findings on the status of agencies' VoIP plan to the Board by the July ISB meeting, at which time the Board may remove, continue on a temporary basis, or make permanent the delegated authority exemption for VoIP.